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**TO: Economic Support Supervisors
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**FROM: Amy Mendel-Clemens
CARES Call Center
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BWP/BIMA OPERATIONS MEMO

No.: 02-58
File: 1250.18
Date: 10/7/2002

Non W-2 ☐ W-2 ☒ CC ☐

PRIORITY: High

SUBJECT: WtW/WAA CARES Access

CROSS REFERENCE: BWSP Operations Memo 00-55
BWSP Operations Memo 00-59
BWSP Operations Memo 00-62

EFFECTIVE DATE: Immediately

PURPOSE

This Operations Memo clarifies policy regarding the authorization for granting update access to work program offices in CARES for WAA and WtW case managers.

BACKGROUND

Operations Memo 00-62 http://www.dwd.state.wi.us/dws/staff/ops_memos/2000/pdf/00-062.pdf explained the need for query/update access to work program offices in CARES for WAA and WtW case managers. The memo indicated that W-2 and county agency security officers were to cooperate with agencies responsible for administering the WtW and WAA programs and authorize update access to their respective CARES work program offices for contract agency staff administering WAA and WtW. The memo provided a clear overview of the process required for WAA and WtW staff to obtain the required CARES work program office access. Following is a list of the attachments included with the memo:

- A. Description of CARES Structure and Access Requirements for WtW
- B. Work Program Service Provider Request Form

- C. List of Counties and Offices
- D. Instructions for Requesting CARES Access
- E. List of Security Officers and FASL's
- F. Sample Security Access Request Forms and Instructions
<http://workweb.dwd.state.wi.us/forms/dws/218e/10-E%20DES.doc.doc>

PROCEDURE

Recently, there have been multiple instances where a WtW service provider has been denied update access to CARES work program offices. In situations where local agency security officers refuse to authorize update access for contract agency staff administering WtW or WAA, DWD reserves the right to make the final decision on whether or not access is appropriate. If DWD determines the access is appropriate, DWS security staff will grant the access. Chapter 04 of the DWS Security Manual has been updated as follows to include this policy clarification.

SECURITY MANUAL **Chapter 04 – CARES Security Hierarchy**

NON-COUNTY OR NON-W-2 AGENCY ACCESS

Contract agency staff administering state programs may require update access to state systems, in particular the CARES system. Some agencies subcontract with other agencies to provide certain program services. In employment programs, there are Service Provider Agencies that may or may not be subcontracted; some of these staff may work with multiple agencies. The administrative agencies can appoint FASLs for these agencies. One contract agency FASL may be appointed by several administrative agencies. This practice is recommended so that one FASL can coordinate all access within the Service Provider Agency. Additionally, if a W-2 agency is also a service provider in a different county, then the same individual could be a W-2 (security officer) in one agency, and a FASL in a different agency.

The administrative structure programmed into CARES limits an individual's enrollment to one work program office. Therefore, contract agencies administering state programs may require update access to WP offices of a W-2 or County agency. W-2 or County agency security officers must approve update access to their respective work program offices when the update is appropriate. For example, contract agencies administering WAA or WtW will require update access to the work program office of the W-2 or county agency. If the W-2 or County Agency refuses to grant access, the state reserves the right to make the final decision on whether or not the access is appropriate. If DWD determines the access is appropriate, DWS security staff will grant the access. If DWD determines the access is not appropriate, the local agency decision will not be over ruled.

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DWD/DWS/BWS/AOS/TH